

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2001

### Alcohol and Drug Abuse Services/ Comprehensive Psychiatric Services - Family Forms

## Demographics of Family Member Receiving Services

*Person completing form provided demographics of their family member receiving services.*

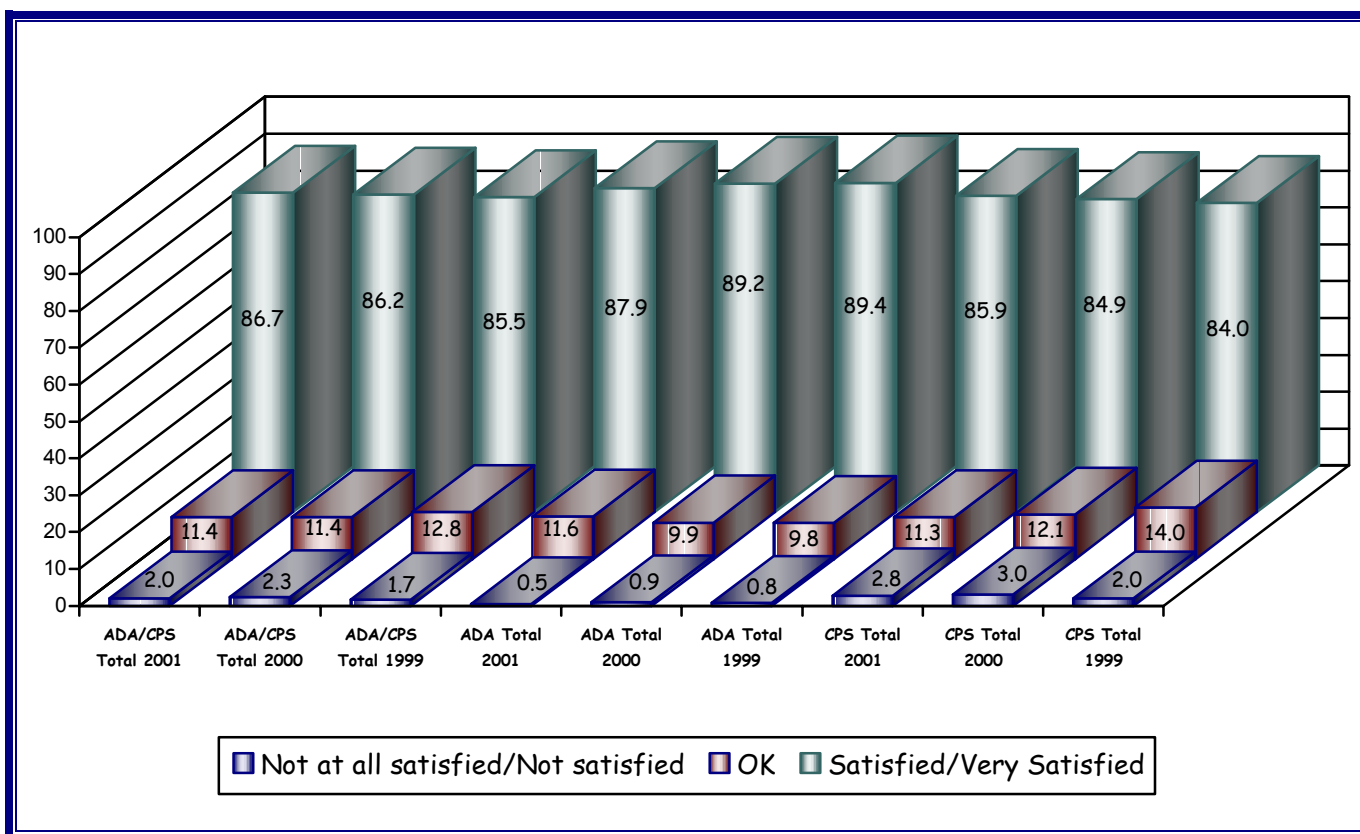
|             |                  | <i>Total Survey Returns <sup>a</sup></i> |                       |                       |                   |                   |                   |                   |                   |                   |
|-------------|------------------|--|-----------------------|-----------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
|             |                  | 2001 Total<br>ADA/CPS                    | 2000 Total<br>ADA/CPS | 1999 Total<br>ADA/CPS | 2001<br>Total ADA | 2000<br>Total ADA | 1999<br>Total ADA | 2001<br>Total CPS | 2000<br>Total CPS | 1999<br>Total CPS |
| <b>SEX</b>  | Male             | 60.5%                                    | 58.1%                 | 57.5%                 | 62.9%             | 58.3%             | 58.3%             | 59.1%             | 58.0%             | 57.3%             |
|             | Female           | 39.5%                                    | 41.9%                 | 42.5%                 | 37.1%             | 41.7%             | 41.7%             | 40.9%             | 42.0%             | 42.7%             |
| <b>RACE</b> | White            | 85.6%                                    | 82.2%                 | 86.0%                 | 86.1%             | 82.8%             | 77.9%             | 85.4%             | 81.9%             | 88.8%             |
|             | Black            | 9.6%                                     | 12.9%                 | 10.2%                 | 10.7%             | 11.8%             | 16.4%             | 8.9%              | 13.5%             | 8.0%              |
|             | Hispanic         | 0.9%                                     | 2.2%                  | 1.9%                  | 0.8%              | 2.7%              | 2.5%              | 0.9%              | 1.9%              | 1.7%              |
|             | Native American  | 0.6%                                     | 0.5%                  | 0.9%                  | 0.5%              | 0.5%              | 2.5%              | 0.6%              | 0.6%              | 0.3%              |
|             | Pacific Islander | 0.2%                                     | 0%                    | -                     | 0.5%              | 0%                | -                 | 0%                | 0%                | -                 |
|             | Other            | 3.2%                                     | 2.2%                  | 1.1%                  | 1.4%              | 2.3%              | 0.8%              | 4.2%              | 2.1%              | 1.1%              |
|             |                  |  |                       |                       |                   |                   |                   |                   |                   |                   |
| <b>AGE</b>  | 0-17             | 59.3%                                    | 61.4%                 | 69.2%                 | 45.1%             | 62.0%             | 68.5%             | 67.7%             | 61.1%             | 69.5%             |
|             | 18-49            | 34.6%                                    | 32.1%                 | 21.7%                 | 51.5%             | 35.3%             | 26.8%             | 24.6%             | 30.7%             | 19.9%             |
|             | 50+              | 6.1%                                     | 6.5%                  | 9.1%                  | 3.5%              | 2.7%              | 4.7%              | 7.7%              | 8.2%              | 10.7%             |

# Sample Size

*Information is based on the number of returned forms  
and the number of people served according to DMH billing records.*

|                                     | Number of Forms<br>Sent | Number Forms<br>Returned | Percent of Forms<br>Sent Returned |
|-------------------------------------|-------------------------|--------------------------|-----------------------------------|
| Total ADA/CPS Family Members - 2001 | 9317                    | 1074                     | 11.5%                             |
| Total ADA/CPS Family Members - 2000 | 9700                    | 764                      | 7.9%                              |
| Total ADA/CPS Family Members - 1999 | 5092                    | 491                      | 9.6%                              |
| Total ADA Family Members - 2001     | 2650                    | 398                      | 15.0%                             |
| Total ADA Family Members - 2000     | 2758                    | 232                      | 8.4%                              |
| Total ADA Family Members - 1999     | 1320                    | 134                      | 10.2%                             |
| Total CPS Family Members - 2001     | 6667                    | 676                      | 10.1%                             |
| Total CPS Family Members - 2000     | 6942                    | 532                      | 7.7%                              |
| Total CPS Family Members - 1999     | 3772                    | 357                      | 9.5%                              |

# Overall Satisfaction with Services: Families



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

Some of the key findings were:

- Statewide, 86.7% of the family members of consumers served by the Division of Alcohol and Drug Abuse (ADA) and the Division of Comprehensive Psychiatric Services (CPS) were "satisfied" or "very satisfied" with the services received during 2001. This showed a slight improvement from last year's 86.2%.
- The satisfaction ratings for the Division of Alcohol and Drug Abuse decreased slightly from a rating of 89.2% in 2000 to 87.9% in 2001, while Comprehensive Psychiatric Services increased slightly from a rating of 84.9% in 2000 to 85.9% in 2001.

# Satisfaction with Services

| How satisfied are you . . .   | 2001<br>Total<br>Survey<br>Returns | 2000<br>Total<br>Survey<br>Returns | 1999<br>Total<br>Survey<br>Returns | 2001<br>Total<br>Family<br>ADA | 2000<br>Total<br>Family<br>ADA | 1999<br>Total<br>Family<br>ADA | 2001<br>Total<br>Family<br>CPS | 2000<br>Total<br>Family<br>CPS | 1999<br>Total<br>Family<br>CPS |
|---|------------------------------------|------------------------------------|------------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| with the staff who serve your family member?  | 4.43<br>(1033)                     | 4.43<br>(732)                      | 4.48<br>(478)                      | 4.39<br>(383)                  | 4.39<br>(223)                  | 4.51<br>(132)                  | 4.45<br>(650)                  | 4.45<br>(509)                  | 4.47<br>(346)                  |
| with how much your family member's staff know about how to get things done?   | 4.28<br>(1021)                     | 4.30<br>(722)                      | 4.33<br>(475)                      | 4.24<br>(372)                  | 4.28<br>(218)                  | 4.44<br>(131)                  | 4.30<br>(649)                  | 4.30<br>(504)                  | 4.29<br>(344)                  |
| with how your family member's staff keep things about his/her life confidential?  | 4.49<br>(1016)                     | 4.50<br>(722)                      | 4.51<br>(470)                      | 4.41<br>(376)                  | 4.53<br>(219)                  | 4.52<br>(128)                  | 4.54<br>(640)                  | 4.49<br>(503)                  | 4.51<br>(342)                  |
| that your family member's treatment plan has what he/she wants in it?   | 4.23<br>(1002)                     | 4.23<br>(724)                      | 4.21<br>(470)                      | 4.18<br>(369)                  | 4.26<br>(224)                  | 4.34<br>(128)                  | 4.26<br>(633)                  | 4.22<br>(500)                  | 4.16<br>(342)                  |
| that your family member's treatment plan is being followed by those who assist him/her?   | 4.32<br>(1016)                     | 4.36<br>(721)                      | 4.36<br>(466)                      | 4.31<br>(373)                  | 4.38<br>(223)                  | 4.42<br>(130)                  | 4.33<br>(643)                  | 4.35<br>(498)                  | 4.34<br>(336)                  |
| that the agency staff respect your family member's ethnic and cultural background?  | 4.47<br>(979)                      | 4.50<br>(700)                      | 4.48<br>(446)                      | 4.39<br>(361)                  | 4.48<br>(215)                  | 4.47<br>(130)                  | 4.51<br>(618)                  | 4.50<br>(485)                  | 4.49<br>(316)                  |
| with the services that your family member receives?   | 4.39<br>(1019)                     | 4.38<br>(726)                      | 4.39<br>(475)                      | 4.38<br>(372)                  | 4.42<br>(223)                  | 4.43<br>(132)                  | 4.40<br>(647)                  | 4.37<br>(503)                  | 4.37<br>(343)                  |
| that services are provided for your family member in a timely manner?   | 4.34<br>(843)                      | 4.34<br>(636)                      | 4.33<br>(476)                      | 4.34<br>(195)                  | 4.40<br>(129)                  | 4.44<br>(132)                  | 4.34<br>(648)                  | 4.32<br>(507)                  | 4.29<br>(344)                  |
| The first number represents a mean rating.<br>Scale: 1=Not at all satisfied . . . 5=Very satisfied.<br>The number in parentheses represents the number responding to this item. |                                    |                                    |                                    |                                |                                |                                |                                |                                |                                |

## Some of the key findings were:

- **Statewide, family members of consumers served by the Division of Alcohol and Drug Abuse and the Division of Comprehensive Psychiatric Services reported that they were satisfied with the services received in 1999, 2000, and 2001. All ratings were at least 4.00 ("satisfied").**
- **In 1999, 2000 and 2001, family members were most satisfied with the staff keeping things about the consumer confidential. Family members were least satisfied each year with the content of the treatment plan.**

# Satisfaction with Quality of Life

| How satisfied are you . . .  | 2001<br>Total<br>Survey<br>Returns | 2000<br>Total<br>Survey<br>Returns | 1999<br>Total<br>Survey<br>Returns | 2001<br>Total<br>Family<br>ADA | 2000<br>Total<br>Family<br>ADA | 1999<br>Total<br>Family<br>ADA | 2001<br>Total<br>Family<br>CPS | 2000<br>Total<br>Family<br>CPS | 1999<br>Total<br>Family<br>CPS |
|--|------------------------------------|------------------------------------|------------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| with how you spend your day?   | 3.59<br>(940)                      | 3.66<br>(687)                      | 3.83<br>(418)                      | 3.81<br>(370)                  | 3.88<br>(223)                  | 4.22<br>(129)                  | 3.44<br>(570)                  | 3.56<br>(464)                  | 3.66<br>(289)                  |
| with where you live?   | 4.07<br>(933)                      | 4.13<br>(680)                      | 4.12<br>(420)                      | 3.99<br>(365)                  | 4.13<br>(219)                  | 4.35<br>(129)                  | 4.12<br>(568)                  | 4.12<br>(461)                  | 4.02<br>(291)                  |
| with the amount of choices you have in your life?  | 3.73<br>(939)                      | 3.80<br>(685)                      | 3.84<br>(418)                      | 3.78<br>(365)                  | 3.95<br>(222)                  | 4.20<br>(128)                  | 3.71<br>(574)                  | 3.73<br>(463)                  | 3.68<br>(290)                  |
| with the opportunities/chances you have to make friends?   | 3.66<br>(943)                      | 3.71<br>(688)                      | 3.84<br>(414)                      | 3.78<br>(369)                  | 3.93<br>(225)                  | 4.14<br>(124)                  | 3.59<br>(574)                  | 3.60<br>(463)                  | 3.71<br>(290)                  |
| with your general health care?   | 4.00<br>(947)                      | 4.06<br>(684)                      | 4.00<br>(420)                      | 4.04<br>(371)                  | 4.16<br>(219)                  | 4.42<br>(129)                  | 3.98<br>(576)                  | 4.02<br>(465)                  | 3.81<br>(291)                  |
| with what you do during your free time?  | 3.45<br>(933)                      | 3.58<br>(685)                      | 3.74<br>(419)                      | 3.58<br>(367)                  | 3.87<br>(222)                  | 4.17<br>(127)                  | 3.37<br>(566)                  | 3.44<br>(463)                  | 3.55<br>(292)                  |
| How safe do you feel . . .   |                                    |                                    |                                    |                                |                                |                                |                                |                                |                                |
| in your home?  | 4.29<br>(959)                      | 4.36<br>(685)                      | 4.33<br>(415)                      | 4.22<br>(376)                  | 4.32<br>(224)                  | 4.46<br>(125)                  | 4.34<br>(583)                  | 4.38<br>(461)                  | 4.28<br>(290)                  |
| in your neighborhood?  | 3.99<br>(947)                      | 4.11<br>(683)                      | 4.21<br>(413)                      | 3.95<br>(368)                  | 4.13<br>(224)                  | 4.34<br>(125)                  | 4.02<br>(579)                  | 4.10<br>(459)                  | 4.15<br>(288)                  |
| <p>The first number represents a mean rating.</p> <p>Scale: (How satisfied are you...): 1=Not at all satisfied . . . 5=Very satisfied.</p> <p>Scale: (How safe do you feel...): 1=Not at all safe . . . 5=Very safe.</p> <p>The second number represents the number responding to this item.</p> |                                    |                                    |                                    |                                |                                |                                |                                |                                |                                |

## Some of the key findings were:

- The family member responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services.
- The highest rating each year was with safety in the home or facility (means of 4.29 in 2001, 4.36 in 2000 and 4.33 in 1999).
- The lowest rating each year was with what the consumer did in his/her free time (means of 3.45 in 2001, 3.58 in 2000 and 3.74 in 1999).